

# *Information and Analysis Team*

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# *Information and Analysis*

## **4.1**

### **Measurement of Organizational Performance**

- **Selection and Integration of Measures/Indices**
- **Comparative Data and Information**
- **Reliability**
- **Keep Current with Changing Needs**

## **4.2**

### **Analysis of Organizational Performance**

- **Senior Executives' Reviews and Planning**
- **Functional-Level Decisions**
- **Daily Operations**

# *Information and Analysis Strengths*

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- **Collecting extensive objective data and information on the processing of patents and trademarks**
- **Sharing information with employees and customers through a variety of means; providing information on a periodic basis to managers and supervisors for prioritizing initiatives and making improvement decisions**

# *Information and Analysis Opportunities for Improvement*

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- Integrating the broad variety of measurement data so that meaningful analyses may be made of the relationships among product/service quality, operational performance, financial performance, and customer/employee satisfaction and ensuring reliability of data
- Developing an agency-wide uniform approach to evaluating organizational performance